

Let's Start



सत्यमेव जयते

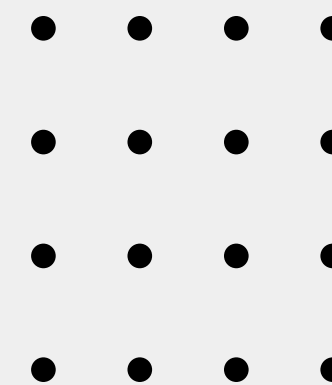
प्रशासनिक सुधार और लोक शिकायत विभाग

DARPG

HACKATHON

TEAM MEMBERS:

- SHRIANSH MISHRA
- SAKSHAM GOYAL
- DEVANSH GOYAL
- RISHABH SANJEEV

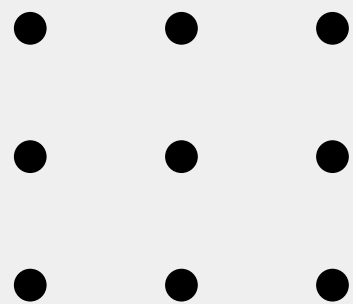


PROBLEM STATEMENT NUMBER 2

Develop an AI/ML-driven Chatbot which is Ministry Specific to help the Citizens to resolve their common queries related to filing a Grievance in the CPGRAMS portal (Project Initiation) and expedite smooth submission of grievances.

OUR SOLUTION

- **Multilingual Support:** Break language barriers by enabling citizens to converse with our chatbot in their preferred regional language.
- **AI-Powered Department Identification:** Utilize Artificial Intelligence to accurately assign grievances to the relevant government department.
- **Efficient Tracking:** Streamline monitoring and reference with unique grievance identifiers.
- **Real-time Engagement:** Keep citizens informed with live updates and direct communication during grievance resolution.
- **Feedback Empowerment:** Ensure transparency and accountability by allowing citizens to provide completion status feedback.



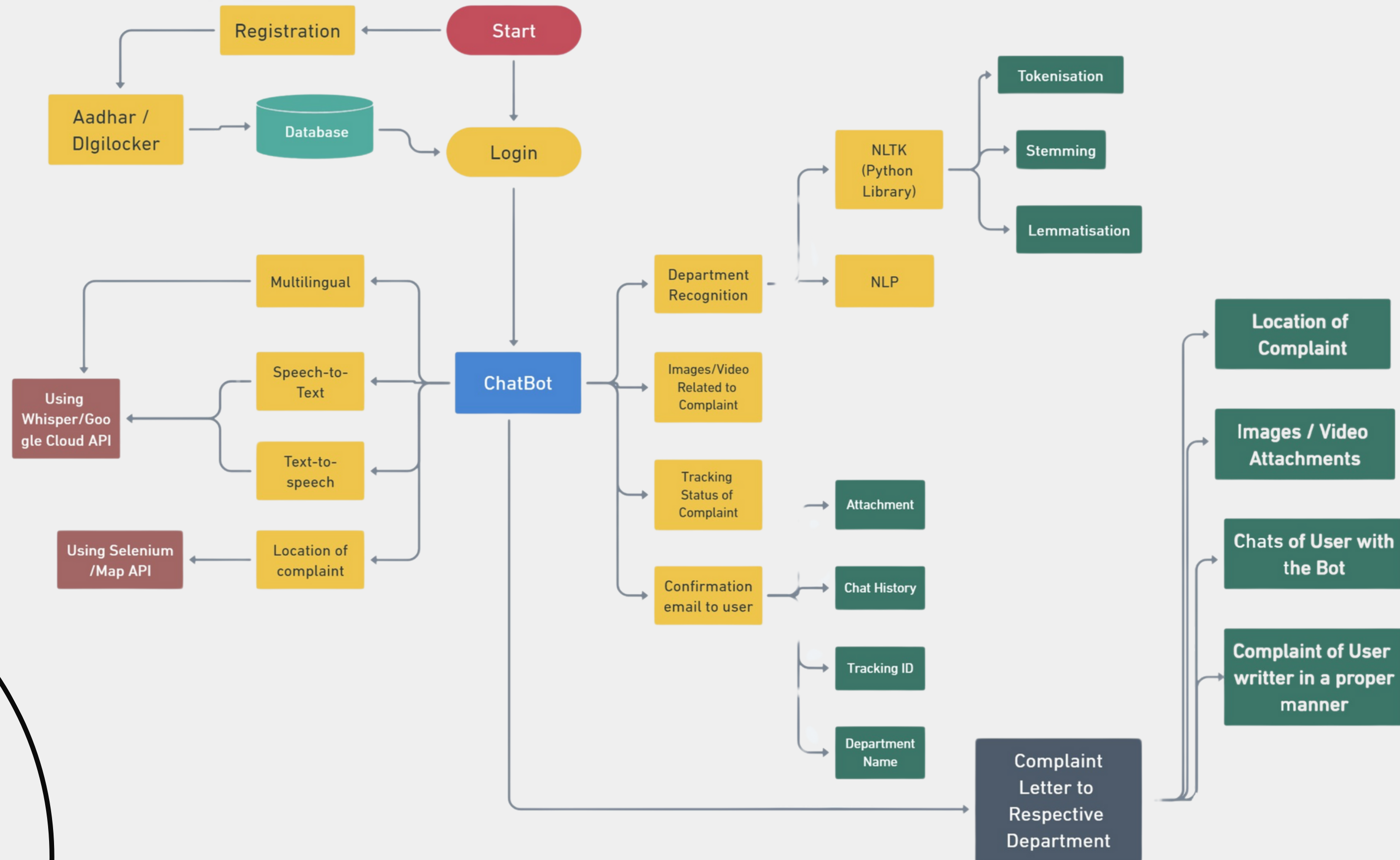


USE CASES

- **Effortless Grievance Lodging:** Simplify grievance reporting, eliminating complex Government website navigation.
- **Government Responsiveness:** Enhance service delivery through structured citizen feedback.
- **Seamless System Integration:** Integrate with government databases for efficient grievance resolution.
- **Language Inclusivity:** Bridge language gaps, ensuring citizens of all backgrounds can access government services.
- **Voice Integration:** Enhance accessibility by allowing citizens to verbally express their grievances, expanding the reach of your chatbot.



SOLUTION ARCHITECTURE



UNIQUE FEATURE

- **Voice chat** and assistant Grievances lodging
- Flag Urgent Grievances
- Automatically detect spam, bulk, and repetitive grievances in real time.
- Automatically identifies the semantic gists of grievances by analyzing their content
- Automatically detects important Clusters of topics, reflecting issues that are more prevalent than the others.
- Identifying whether a grievance is a policy-level or implementation level problem.

TECH STACK



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End

Thank you

Keep Exploring....

